GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:177
ANSWERED ON:20.10.2008
DISCONNECTION OF MTNL BSNL TELEPHONES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the number of Landline connections of Mahanagar Telephone Nigam Limited (MTNL) and Bharat Sanchar Nigam Limitede (BSNL) is declining constantly as people are preferring Landline connections of private telecom operators in the country;

(b) if so, the reasons therefor and the number of the Landline phone connections got disconnected by the subscribers during last six months, State-wise;

(c) whether the Government proposes to launch any scheme for generating interest of the subscribers for taking MTNL/BSNL Landline connections in the country; and

(d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a)&(b) Sir,the MTNLlandline connection are still in good demand.Number of landline phone connection got disconnected by the subscribers during the last six months (from 1.4.08 to 30.9.08) is 44540 in MTNL Delhi & 57762 in MTNL,Mumbai.At the same time,demand for landline is very much there.60813 numbers of landline connections (gross) in MTNL Delhi and 68158 numbers of landline connections (gross) in Mumbai have been added during the period.However,in BSNL additional wireline telephone connections are provided, yet overall there is negative growth due to surrender/disconnection due to non-payment,due to preference of customer for mobile telephone.The circle wise number of Landline telephones of BSNL got surrendered by subscribers during last six months is given in Annexure-1.

The reasons for surrender of landline phones by the customers are given below:

i. Increased use of Mobile Phones.

ii. Closure of office/company.

iii. Surrendering of 2nd and above Landline telephone taken for internet etc. due to availability of broadband.

iv. Shifting of Landline telephone customer to BSNL/MTNL Mobile.

v. Shifting of Landline telephone customer to private operator.

vi. Economic reasons etc.

(c)&(d) Yes Sir.MTNL and BSNL are striving hard to retain its landline connections.MTNL and BSNL are taking following measure for creating interest of the subscribers for taking their landline connection:

Measures taken by MTNL

1. Improving the legacy PSTN Network by change of cables, drop wire etc. as required.

2. All exchanges have been made Digital to improve service quality.

3. Rehabilitation of outdoor n/w is being done on continuous basis to reduce fault rate and MTTR.

4. New RSUs/ DLCs are being provided to reduce faults.

5 . MTNL plans to commission Convergent billing & CRM in current year.This system provides one bill for all services to a subscriber.The system will also address customer request of services, tariff, complaint resolution etc.

6 . MTNL is providing a lot of Value Added Services for PSTN subscribers like news,songs,astrology,e-ticketing,SMS,Voice SMS,Internet,Broadband,IPTV etc in line with the emerging trends.

7. New tariff plans both in landline based PCOs are launched to retain PCO holders and attract new PCO franchisees.

8. MTNL is also taking care of its customers by opening Sanchar Haat, customer service centre, appointment of Dealers & Agent & special care of Corporate Customers.

9. MTNL is reviewing its tariff for various products and services so as to make them customer friendly and to suit various segments of the society.

10. MTNL has launched VOIP Services to provide ISD calls at lower tariffs.Nearly 2000 VOIP connections are working each in Delhi and Mumbai in MTNL as on 31.08.08.

11. MTNL has introduced Broadband Services w.e.f. 14.01.05 which has been a great success in the country.5.97 lacs broadband connections are working as on 31.08.2008.

12. MTNL has launched IPTV Services in both Delhi and Mumbai.It has helped stop the churn of landline subscribers & has provided enhanced video services to the customers.

13. Promotional offers as well as some new plans have been introduced in both Delhi and Mumbai.

14. Popularity of MTNL's Broadband is increasing as internet usage is increasing.IPTV is also a very attractive technology & is expected to be quite popular specially for VOD.Broadband & IPTV on landline is expected to reduce the churn of PSTN.

Measures taken by BSNL

1. BSNL is continuously expanding its Broadband network which works over the landline connection.BSNL has introduced several new Value Added Services like Voice over IP (VOIP), Games on Demand, IP TV, SMS etc for promoting the land line services

2. The present telecom tariff for landline customer is highly subsidised/ competitive, below cost and affordable to the customer. BSNL has introduced many alternative tariff plans to meet competition from private service providers.The tariff of land line services are reviewed from time to time.